

OFFICIAL FILE

I.C.C. DOCKET NO. 00-0678

People's Gas Exhibit No 2

Witness _____

Date 2-1-01 Reporter [Signature]

CUSTOMER INFORMATION

Rate 1 - Small Residential Service -

Available to any residential customer who takes service through a single meter for one or two dwelling units only.

Rate 2 - General Service - Available to residential customers with more than two dwelling units, commercial customers, and industrial customers.

USAGE

Meter Reading Types:

Meter Reader - Taken by a Company meter reader.

AMR - Automatic Meter Reading. An actual meter reading is automatically transmitted, via radio waves, from the customer's meter to Company personnel, eliminating the need to enter the customer's premise.

Customer - Taken by the customer and phoned or brought into a Company office.

Estimated - Estimated by the Company based on previous consumption and weather conditions.

Meter Reading Difference - A customer's previous meter reading is subtracted from the present meter reading to determine the amount of gas used.

Pressure Correction (PC) - Adjusts the meter reading difference when gas is delivered at a pressure higher than normal.

Therms - A unit of heating value equal to 100,000 BTUs. The meter reading difference is multiplied by the British Thermal Unit (BTU) factor to reflect the heating value of the gas consumed.

CHARGES

Gas Charge - Recovers the cost of the Company's gas supply. The gas charge is determined monthly and filed with the Illinois Commerce Commission.

Customer Charge - A fixed monthly charge which recovers the costs associated with serving a customer.

Distribution Charge - Recovers costs associated with delivering gas to a customer.

Environmental Activities - Recovers costs related to the treatment of residues from past manufactured gas operations.

Conservation Programs - Recovers the cost of Illinois Commerce Commission-initiated programs to encourage reductions in gas consumption.

CHARGES (continued)

Illinois Gross Revenue Tax - 0.10% of current charges before taxes.

Illinois Gas Revenue Tax - Either 5% of current charges before taxes, or 2.4 cents per therm, whichever is lower.

Chicago Municipal Utility Tax - 8.24% of applicable charges.

PAYMENT PLANS

Budget Payment Plan - Designed to offset higher winter gas bills by allowing you to pay the same amount each month. Your budget payment will be more than your actual bill when your gas usage is low, but less than your actual bill when your gas usage is high.

The Company will pay interest on the average daily credit balance at the annual rate set by the Illinois Commerce Commission.

Automatic Payment - The amount of your gas bill is electronically withdrawn from your checking or savings account on the date the bill is due.

SERVICE TERMS

Service Activation Charge - Recovers costs related to initiating gas service for a customer.

Reconnection Charge - When gas service has been discontinued in accordance with the Company's rate schedule, or in accordance with a rule or regulation of the Illinois Commerce Commission, the customer will be subject to a reconnection charge before service is restored.

Late Payment Charge - 1.5% of the unpaid balance is due if payment is not received within 21 days (Rate 1) or 14 days (Rate 2) of the bill issued date.

Dishonored Check or Incomplete Electronic

Withdrawal of Funds - \$10.00 will be charged for any dishonored check or incomplete electronic withdrawal of funds. If three dishonored checks and/or incomplete electronic withdrawal of funds occur within a 12-month period, all payments in the next year must be made with U.S. currency, money order, or certified check.

CUSTOMER SERVICE OFFICES

Downtown

401 S. State St.

North

1455 N. Milwaukee Ave.

South

846 W. 63rd St.

1920 E. 95th St.

West

1111 S. Homan Ave.

Office Hours

Monday through Friday
8:15 a.m. to 5:00 p.m.

A Night Depository is
located at each office

Mail bill payments to:

Peoples Gas
Chicago, IL 60687-0001

All other correspondence
should be addressed to:

Peoples Gas
130 E. Randolph Dr.
Chicago, IL 60601-6207

PAYMENT COUPON

Account Number: 276509-04715

Amount Due By 12-15-97 \$510.27

If Paid After 12-15-97 \$511.85

CAR-RT SORT **CR 28



DARVA K WATKINS
3436 S GILES AV 2
CHICAGO IL 60616-3963

The Add-A-Dollar Program allows customers to assist low-income households. Customers' donations are matched on a two-for-one dollar basis by Peoples Gas. **To contribute, CHECK THE BOX and Add-A-Dollar to your payment.** ☐ **Thank you.**

Amount Paid \$
If paying by mail, please allow 5 days for delivery.

Please do not write or stamp below this line.

PEOPLES GAS
CHICAGO IL 60687-0001

362765090471512150090005102700051185



Peoples Gas

Chicago, IL 60687-0001

Group Bx 2 p. 2
Complaints

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
11-24-97	276509-04715	12-15-97	\$510.27

CUSTOMER

Name **Darva K Watkins**
Account Number **276509-04715**
Service Address **3436 S Giles Av 2**
Chicago IL 60616
Phone Number **(312) 326-3354**
Service Classification **Rate 1 - Small Residential**
Heating Account **Yes**

CURRENT USAGE

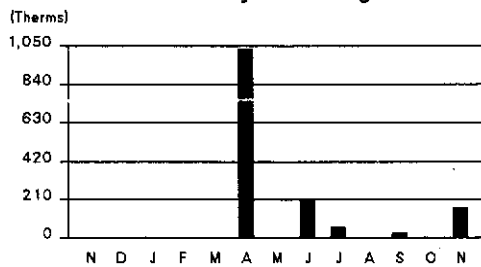
Billing Period 10-21-97 to 11-18-97 Days of Service 28

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1757873	3919 Meter Reader 10-21	4089 Estimated 11-18	170

Conversion to Therms 170 x 1.026 BTU Factor = 174.42 Therms

SUMMARY

Your Monthly Billed Usage



Average Daily Therms Used November 1996 N/A November 1997 6.22
Temperature 40°F 38°F

CHARGES

Gas Charge \$3292 x 174.42 Therms = \$57.42
Customer Charge 8.40
Distribution Charge
First 50 Therms \$36375 x 46.66 Therms = 16.97
Over 50 Therms \$11445 x 127.76 Therms = 14.62
Environmental Activities \$00054 x 174.42 Therms = .09
Current Charges before Taxes 97.50

Taxes

Illinois Gross Revenue Tax \$97.50 x 0.10 % = .10
Illinois Gas Revenue Tax \$.024 x 174.42 Therms = 4.19
Current Charges After State Taxes 101.79
***Chgo Municipal Utility Tax \$98.93 x 8.24 % = 8.15
Current Charges After Taxes 109.94

Deferred Payment Agreement Information

Payment Agreement Balance..... **\$67.73**

Previous Balance Past Due 327.59
Past Due Arrangements 67.73
Late Payment Charge 5.01
Total Amount Due By 12-15-97 \$510.27

\$511.85 will be due if paid after 12-15-97.

Thank you for your payment of **\$175.00**

MESSAGES

*** Two thirds of the Illinois State taxes is exempt from the Municipal Utility Tax

If you cannot pay the whole amount now, you may be able to arrange a payment plan with Peoples Gas. Call us at (312) 240-7000, or visit us in person at any of our neighborhood offices.

Whether contacted by phone or in person, Peoples Gas personnel will be happy to answer your questions, hear your complaints or resolve any possible billing errors.

If the representative you speak with does not satisfy you, ask to talk to a supervisor. If the supervisor cannot help you, call the Illinois Commerce Commission at:

Illinois Commerce Commission

Consumer Services Division

(312) 814-2887

1-800-524-0795 (outside area code 312)

TDD Line: 1-800-858-9277

(for the hearing impaired)

Or to contact the Commission by mail, write to either of the following addresses:

Illinois Commerce Commission

Consumer Services Division

State of Illinois Bldg., 160 N. LaSalle St. Suite C-800

Chicago, IL 60601-3104

Illinois Commerce Commission

Consumer Services Division

527 E. Capital Avenue

Springfield, IL 62794-9280

For additional convenience, payment may be made in person to any of the company's *Authorized Collection Agents*. Please note that we are not responsible for payments made to anyone who is not an Authorized Collection Agent of this company. The list of Agents who are authorized to accept gas bill payments changes from time to time. To verify if a specific agent is authorized by the gas company to collect payments, call an Account Representative at (312) 240-7000.

A copy of the Illinois Commerce Commission's 83 Illinois Administrative Code, Part 280, explaining the rules pertaining to customer credit, customer deposits, collection activities and disconnection of gas service is available for your review at each of our business offices.

What You Must Do:

You must contact your doctor or local board of health. They must call Peoples Gas at (312) 240-7000 right away. They also must send a written certification to the company within 5 days which contains the following information:

1. Name of the sick person
2. A statement that the sick person is a permanent resident of the premises in question
3. The name, business address and telephone number of the certifying party
4. The nature of the illness
5. The period of time during which termination of utility service will aggravate the illness

How Long is the Certification Good For?

The certification is good for one month. It can also be renewed for one month if the doctor or board of health writes to the company again. If the certification is not renewed, your utility service may be shut off after the first month.

Payment arrangements for the unpaid balance must be made by you within the first 30-day period, and payments made until that amount is fully paid. In addition you must also pay the current bill on time.

For more information, or if your gas service has already been discontinued, call Peoples Gas at the telephone number shown on your gas bill or call:

Consumer Services Division

Illinois Commerce Commission

(312) 814-2887

TDD Line: 1-800-858-9277

(for the hearing impaired)

Group Ex 2 p 1
Complaint

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

	Date Issued	Account Number	Amount Due
If you do not want your gas service shut off you must pay \$121.85 before 12-31-97	12-23-97	276509-04715	\$121.85

CUSTOMER

CHARGES

Name DARVA K WATKINS
Account Number 276509-04715
Service Address 3436 S Giles Av 2
Chicago IL 60616
(312) 326-3354
Phone Number
Service Classification Rate 1 - General Small
Residential Service
Heating Account Yes

Past Due Bill Amount\$121.85
Now Due

"This is what I owe before"
January 1, 1998.

MESSAGES

Field Representatives will no longer accept payments from you when visiting your premise. The Field Representative will only terminate your service. All payments must be made at one of the store offices or at one of the Company's Authorized Agents.

Please make immediate payment as indicated above. Should service be disconnected, an additional **Reconnection Charge** of \$243.54 if service is disconnected by excavating, \$48.71 if shut off at service valve or meter or \$97.42 if meter is removed may be due and payable before service can be reestablished.

Please look at the back of this notice for information on Payment Agreements, Medical Certificates, and office locations where payments can be made.

The statement below indicates the importance of having this notice translated immediately.

Please Note

New bill charges will not cancel this disconnection notice.

Importante - Esta notificación afecta sus derechos y obligaciones y debe ser traducida inmediatamente.

"This is also all I HAVE OWE AFTER
Energy/paid 390.00 ON Dec 5, 1997

Return this portion with your check made payable to Peoples Gas. Please write your account number on your check. Thank you.

PAYMENT COUPON

Account Number: 276509-04715

Service is subject to being discontinued on or after 12-31-97 because you owe \$121.85

DARVA K WATKINS
3436 S GILES AV 2
CHICAGO IL 60616-3963

PEOPLES GAS
CHICAGO IL 60687-0001

Amount Paid \$
If paying by mail, please allow 5 days for delivery.

Please do not write or stamp below this line.

362765090471500000090001218500012185

Peoples Gas

Complaints Group EXR pg 1

Chicago, IL 60687-0001

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

	Date Issued	Account Number	Amount Due
If you do not want your gas service shut off, you must pay \$391.05 before 10-29-97	10-22-97	276509-04715	\$391.05

CUSTOMER

Name: DARVA K WATKINS
Account Number: 276509-04715
Service Address: 3436 S GILES AV 2
Chicago IL 60616
Phone Number: (312) 326-3354
Service Classification: Rate 1 - General Small
Residential Service
Heating Account: Yes

CHARGES

Past Due Bill Amount: \$391.05
Now Due

Cedar

MESSAGES

Field Representatives will no longer accept payments from you when visiting your premise. The Field Representative will only terminate your service. All payments must be made at one of the store offices or at one of the Company's Authorized Agents.

Please look at the back of this notice for information on Payment Agreements, Medical Certificates, and office locations where payments can be made.

Please Note

New bill charges will not cancel this disconnection notice.

Please make immediate payment as indicated above. Should service be disconnected, an additional **Reconnection Charge** of \$243.54 if service is disconnected by excavating, \$48.71 if shut off at service valve or meter or \$97.42 if meter is removed may be due and payable before service can be reestablished.

The statement below indicates the importance of having this notice translated immediately.

Importante - Esta notificacion afecta sus derechos y obligaciones y debe ser traducida inmediatamente.

270

Return this portion with your check made payable to Peoples Gas. Please write your account number on your check. Thank you.

PAYMENT COUPON

Account Number: 276509-04715

Service is subject to being discontinued on or after 10-29-97 because you owe \$391.05



DARVA K WATKINS
3436 S GILES AV 2
CHICAGO IL 60616-3963

PEOPLES GAS
CHICAGO IL 60687-0001

Amount Paid \$
If paying by mail, please allow 5 days for delivery.

Please do not write or stamp below this line.

362765090471500000010003910500039105

